

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE PERFORMANCE MANAGEMENT BOARD

TUESDAY, 18TH SEPTEMBER 2007

PRESENT: Councillors J. T. Duddy (Chairman), C. B. Taylor (Vice-Chairman),
Mrs. M. Bunker, S. R. Colella, Mrs. A. E. Doyle and Mrs. C. M. McDonald

Observers: Councillors P. M. McDonald and C. J. K. Wilson.

Officers: Mr. K. Dicks, Mr. P. Street, Mr. H. Bennett and Mr. A. Jessop.

30/07 **APOLOGIES FOR ABSENCE**

No apologies for absence were received.

31/07 **DECLARATIONS OF INTEREST**

Councillor J.T. Duddy made two declarations of interest, as follows:-

- (i) Personal Interest in agenda item no 4 – that part of the report on Customer Satisfaction Data relating to the Bromsgrove Arts Centre, as he was a member of the Bromsgrove Arts Centre Operating Trust; and
- (ii) Personal Interest in agenda item no 8 – that part of the report on a Customer Panel Survey relating to the Bromsgrove Arts Centre, as he was a member of the Bromsgrove Arts Centre Operating Trust.

32/07 **MINUTES**

The Minutes of the meeting of the Performance Management Board held on 21st^t August 2007, were submitted.

RESOLVED that the minutes be approved as a correct record.

(NOTE: the Chairman reminded members that, at the last meeting, he had indicated that, due to the absence on holiday of the Chief Executive, the proposed update on the Spatial Project was to be deferred, and advised that this would now be submitted to the November meeting of the Board, and that, in tandem with the report, a Seminar for members would be organised by the Head of E.Government and Customer Services).

33/07 **CUSTOMER SATISFACTION DATA**

Further to Minute No.27/07(f) of the last meeting, a report on the outcome of the triennial best value satisfaction surveys undertaken in 2006/07, was submitted. The report highlighted the key issues and set out strategic responses.

RESOLVED:

- (a) that the Board notes:
- (i) the satisfaction survey results as shown in section 4.2 together with the comparisons and analyses in section 4.3 and Appendix 1;
 - (ii) the key messages from the Bromsgrove survey results as highlighted in section 4.4 and Appendices 2 to 5;
 - (iii) the summary of key issues arising from these satisfaction surveys and the comments and proposed actions for each, as set out at section 4.5; and
 - (iv) the conclusions made by the Department of Communities and Local Government;
- (b) that, in future analyses of such surveys, officers be requested to consider factoring in additional breakdowns to include sub-district responses (i.e., by ward boundary), by urban/rural area, by age, disability, etc; and
- (c) that the relevant Portfolio holder, together with the Head of Street Scene and Waste Management, be requested to look into the reasons why indicators BV89 (Street Cleanliness) and BV90a (Waste Collection) were worse than the national trend, and report their findings to the next meeting of the Board, and that, in connection with BV89 above, Members be advised of the criteria of the "Apple Award" recently attained by the Council.

34/07 **MONTHLY PERFORMANCE REPORT - PERIOD 4 (JULY 2007)**

A report setting out the Council's performance as at 31st July 2007 (period 4), was submitted.

RESOLVED: that the Board notes

- (a) that 68% of indicators were improving or stable at the period end, compared to 67% in the previous period;
- (b) that, on future reports, efforts be made to show a % figure for both improving and stable indicators as referred to in (a) above;
- (c) that 71% of indicators were achieving their targets at the period end, compared to 66% in the previous period;
- (d) celebrates the successes as outlined in section 4.4 of the report;
- (e) the potential areas for concern set out in section 4.5 of the report, together with the corrective action being taken; and
- (f) the responses to issues raised in the previous months' report, as set out in Appendix 5 to the report.

RECOMMENDED:

- (a) that Cabinet be informed of the Board's concern over the significant increase in sickness absence over the previous months figures, and recommend that they carry out a benchmarking exercise with a better performing neighbouring authority to compare and contrast respective practices and procedures in place, and that their findings be submitted to the next meeting of the Board;
- (b) that, with regard to performance indicators BV78a (speed of processing new claims for Housing/Council Tax benefit) and BV8 (Invoices), the relevant portfolio holders be reminded of the need for a sustained performance above target in these two areas in order to meet the required outturn; and

(c) that the Chairman write to all portfolio holders reminding them of the dates of the meetings of this Performance Management Board, and requesting that they make every effort to attend (if the timescales allow).

35/07 **NEW IMPROVEMENT PLAN EXCEPTION REPORT - PERIOD 4 (JULY 2007)**

Consideration was given to the Improvement Plan Exception report for July 2007, together with the corrective action being taken, as set out in the appendix to the report.

RESOLVED:

(a) that the revised Improvement Plan Exception Report, together with the corrective action being taken, be noted; and
(b) that it be noted that, for the 159 actions highlighted within the Plan for July, 95.6% of the Plan was on target (green), 3.2% was one month behind (amber), and 0.6% was over one month behind (red). 0.6% of actions had been re-scheduled or suspended, with approval.

36/07 **CUSTOMER PANEL SURVEY**

A report setting out the key findings of the first Customer Panel survey which took place in June 2007, was submitted.

RECOMMENDED: that Portfolio holders work with their respective Heads of Service to ensure that all relevant key issues are taken back and included in the various Business Plans to further the Council's progress.

37/07 **WORK PROGRAMME**

Consideration was given to a report setting out the Board's original work programme for 2007/08, which was agreed at the March 2007 meeting of the Board.

RESOLVED: that, subject to the following amendments, the work programme for 2007/08, be noted and approved:-
Staff Survey 2007 Results – move to October 2007
Quarterly Review of referrals to Cabinet – to commence in October 2007
Spatial Strategy Report – consider in November 2007
Performance Management Strategy – consider in March 2008.

The meeting closed at 7.45 p.m.

Chairman